

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

2161
JP

Applicant: Mark Angel et al.

Title: DISTRIBUTED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS AND METHODS

Docket No.: 1546.013US1

Serial No.: 10/081,125

Filed: February 21, 2002

Due Date: N/A

Examiner: Unknown

Group Art Unit: 2161

Mail Stop Amendment

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

We are transmitting herewith the following attached items (as indicated with an "X"):

- ☒ A return postcard.
- ☒ A Supplemental Information Disclosure Statement (2 pgs.), Form 1449 (1 pg.), and copies of 4 cited documents.
- ☒ Copy of European Search Report from corresponding foreign Application No. EP 02 25 1242 (3 pgs.).

Please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.

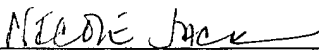
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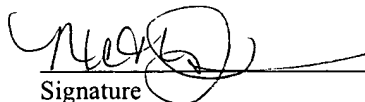
By: 

Atty: Suneel Arora

Reg. No. 42,267

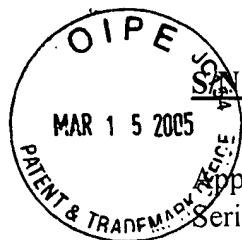
CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: MS Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 9 day of March, 2005.


Name


Signature

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.

(GENERAL)



Serial 10/081,125

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Mark Angel et al.	Examiner:	Unknown
Serial No.:	10/081,125	Group Art Unit:	2161
Filed:	February 21, 2002	Docket:	1546.013US1
Title:	DISTRIBUTED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS AND METHODS		

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

In compliance with the duty imposed by 37 C.F.R. § 1.56, and in accordance with 37 C.F.R. §§ 1.97 *et. seq.*, the enclosed materials are brought to the attention of the Examiner for consideration in connection with the above-identified patent application. Applicants respectfully request that this Supplemental Information Disclosure Statement be entered and the documents listed on the attached Form 1449 be considered by the Examiner and made of record. Pursuant to the provisions of MPEP 609, Applicants request that a copy of the 1449 form, initialed as being considered by the Examiner, be returned to the Applicants with the next official communication.

The attached documents were discovered as a result of a Search Report in Applicants' corresponding foreign patent application. Enclosed for the Examiner's information is a copy of the cited documents and the Search Report.

Pursuant to 37 C.F.R. §1.97(b), it is believed that no fee or statement is required with the Supplemental Information Disclosure Statement. However, if an Office Action on the merits has been mailed, the Commissioner is hereby authorized to charge the required fees to Deposit Account No. 19-0743 in order to have this Supplemental Information Disclosure Statement considered.

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Serial No : 10/081,125

Filing Date: February 21, 2002

Title: DISTRIBUTED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS AND METHODS

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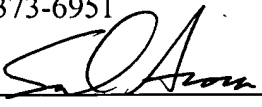
The Examiner is invited to contact the Applicants' Representative at the below-listed telephone number if there are any questions regarding this communication.

Pursuant to 37 C.F.R. 1.98(a)(2), Applicant believes that copies of cited U.S. Patents and Published Applications are no longer required to be provided to the Office. Notification of this change was provided in the United States Patent and Trademark Office OG Notices dated October 12, 2004. Thus, Applicant has not included copies of any US Patents or Published Applications cited with this submission. Should the Office require copies to be provided, Applicant respectfully requests that notice of such requirement be directed to Applicant's below-signed representative. Applicant acknowledges the requirement to submit copies of foreign patent documents and non-patent literature in accordance with 37 C.F.R. 1.98(a)(2).

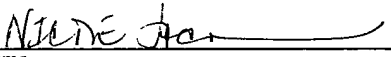
Respectfully submitted,
MARK ANGEL ET AL.


By their Representatives,
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Date March 9, 2005

By 
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Reg. No. 42,267

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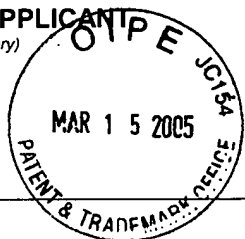

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Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)



Complete if Known

Application Number	10/081,125
Filing Date	February 21, 2002
First Named Inventor	Angel, Mark
Group Art Unit	2161
Examiner Name	Unknown

Sheet 1 of 1

Attorney Docket No: 1546.013US1

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Foreign Document No	Publication Date	Name of Patentee or Applicant of cited Document	T ²
	WO-00/77690A1	12/21/2000	Angel, Mark, et al.	
	WO-95/23371A1	08/31/1995	Kirk, T., et al.	

OTHER DOCUMENTS -- NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		"European Search Report for Application No. EP 02 25 1242, date mailed December 9, 2004", 3 Pages	
		KERSCHBERG, L. , et al., "An Agency-Based Framework for Electronic Business", <u>Proceedings of the 3rd International Workshop on Cooperative Information Agents III, CIA-99</u> , Uppsala, Sweden, July 31-August 2, 1999,(July 31, 1999), 265-290	
		SCIME, A. , et al., "WebSifter: an ontology-based personalizable search agent for the Web", <u>International Conference on Digital Libraries: Research and Practice, 2000 Kyoto</u> , (November 13, 2000), 203-210	

EXAMINER**DATE CONSIDERED**

Substitute Disclosure Statement Form (PTO-1449)

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 809. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹ Applicant's unique citation designation number (optional) ² Applicant is to place a check mark here if English language Translation is attached